

***Metro Westside/Central
Service Council
October 12, 2011 Meeting***

**Performance Report
for August 2011**

WSC Service Council October 2011 Meeting

Metro Westside/Central & Metro Bus System

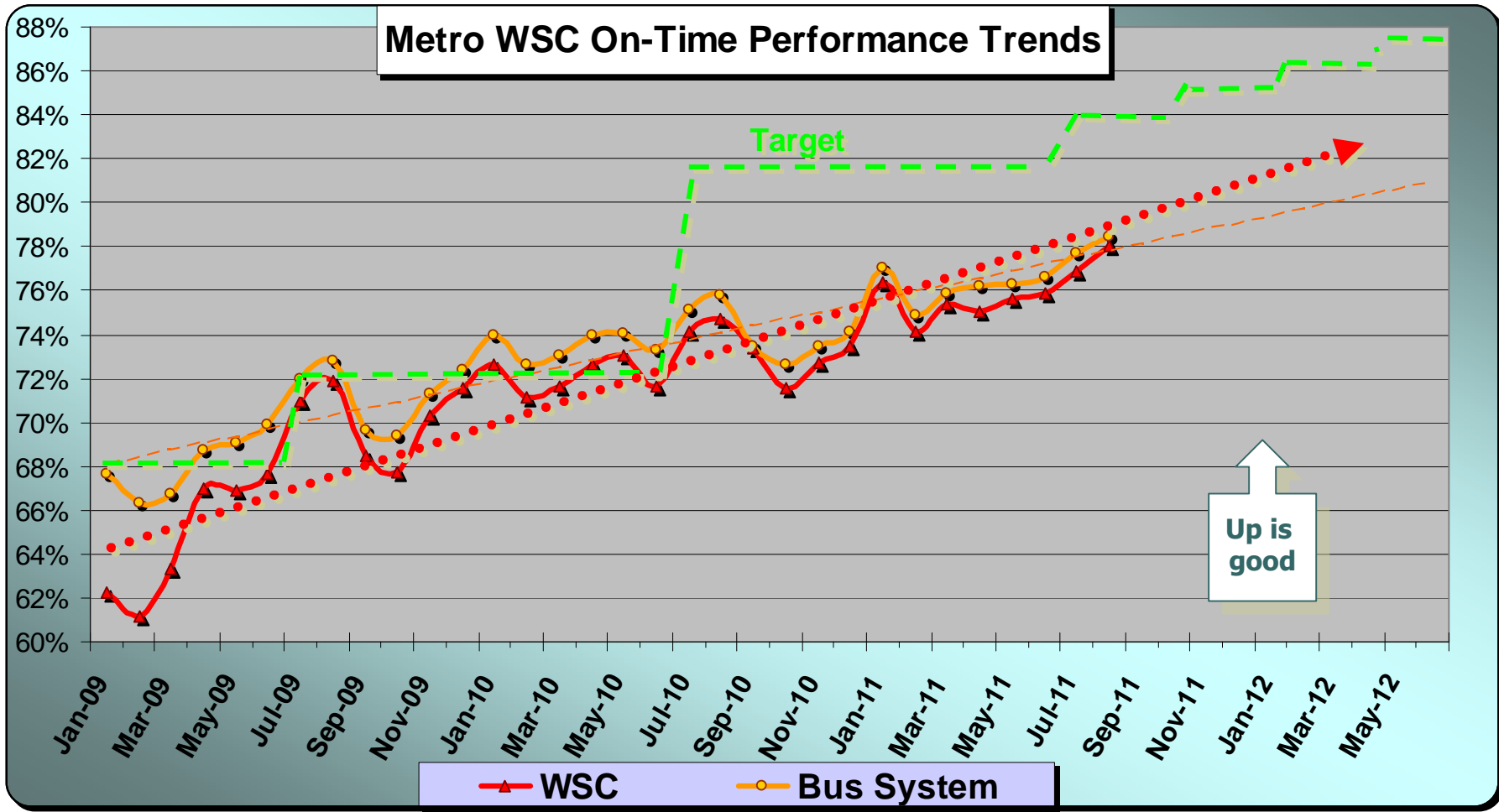
August 2011

Measurement : On Time Performance

	Target	August	YTD
Metro Bus System	82.0%	78.5%	78.0%
Westside/Central	82.0%	78.1%	77.5%

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Metro Westside/Central & Metro Bus System

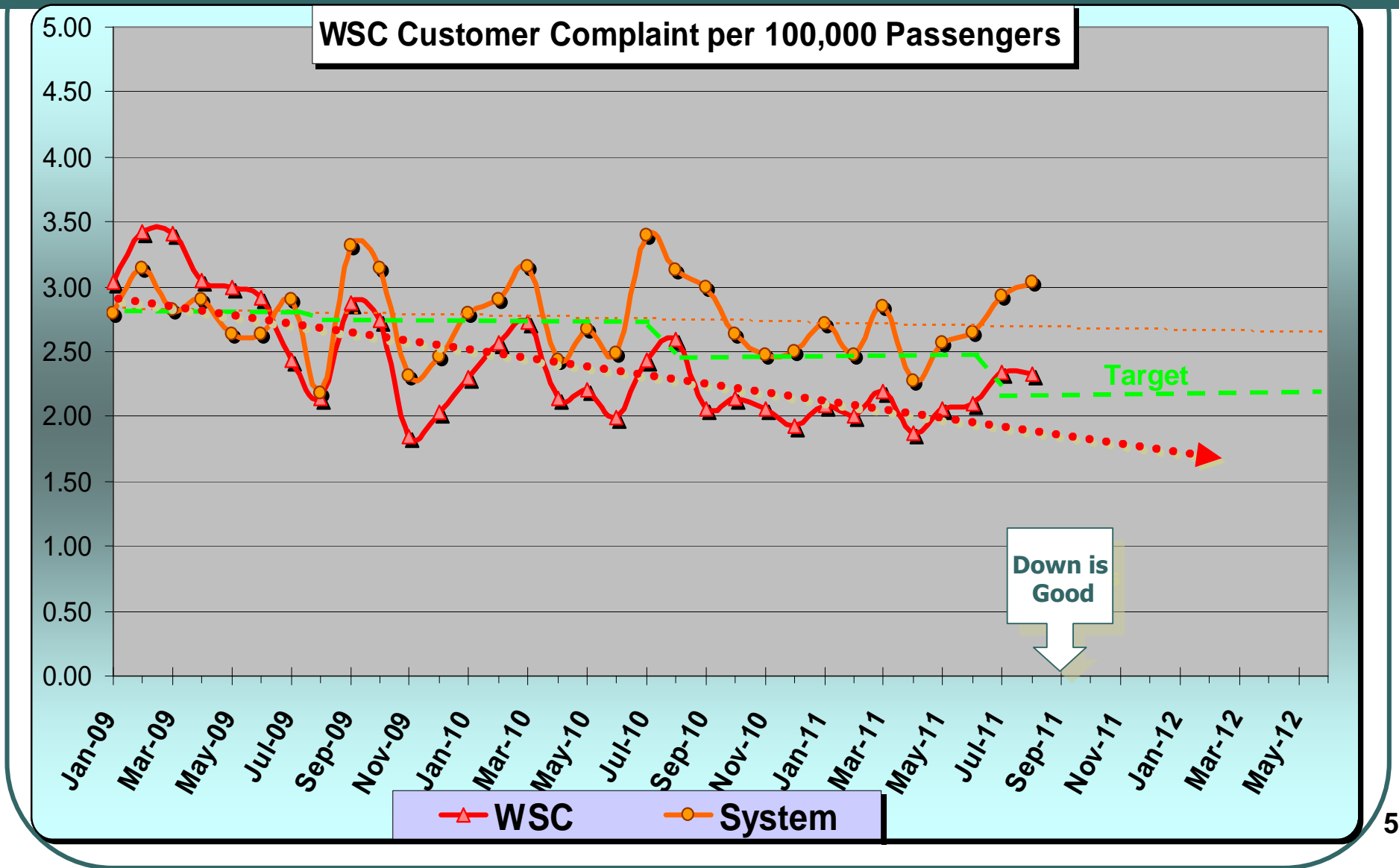
August 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	August	YTD
Metro Bus System	2.29	3.04	2.98
Westside/Central	2.04	2.32	2.33

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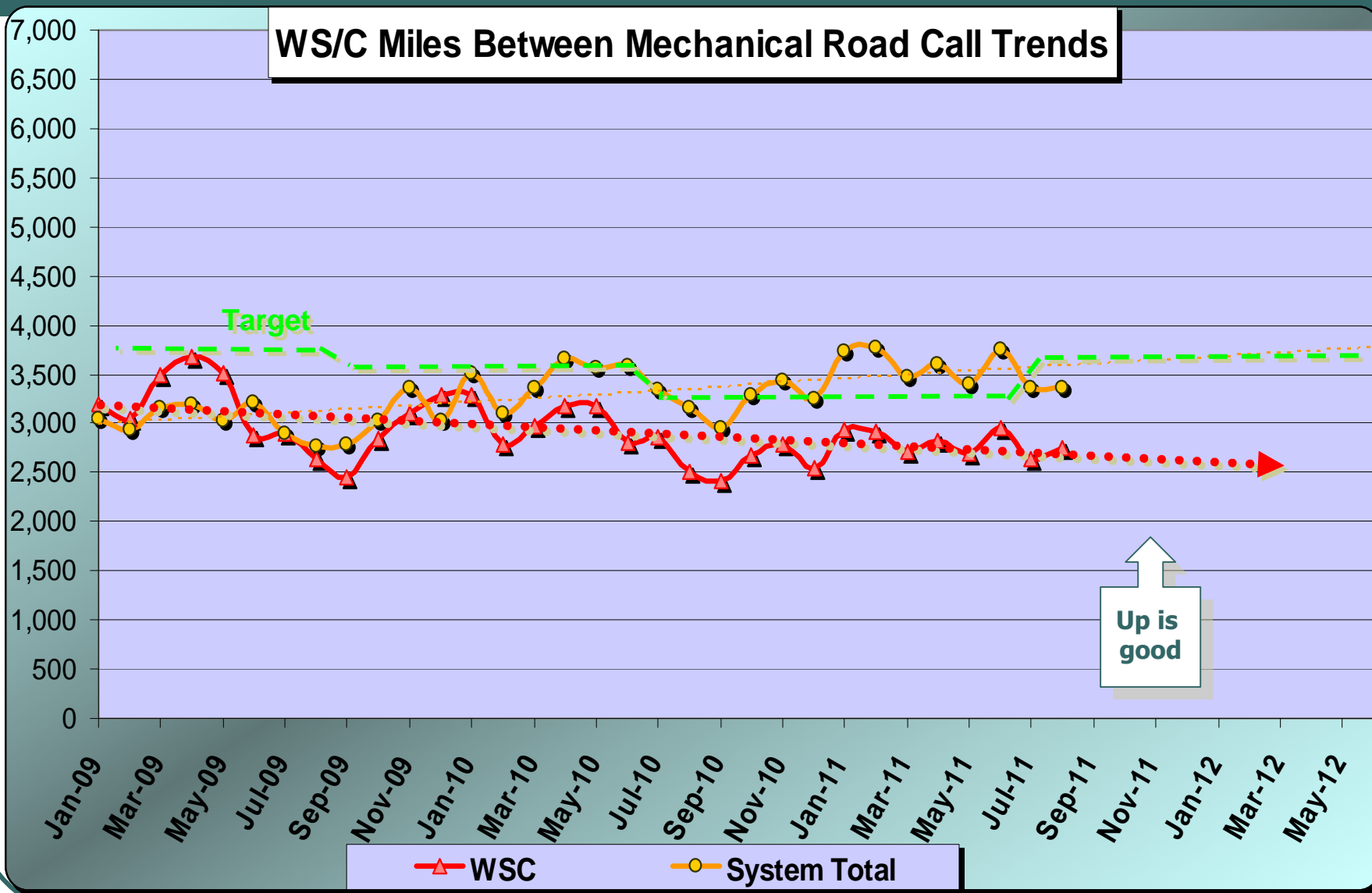
Metro Westside/Central & Metro Bus System

August 2011

Measurement : Miles Between Mechanical Road Call

	Target	August	YTD
Metro Bus System	3,650	3,368	3,391
Westside/Central	3,650	2,756	2,693

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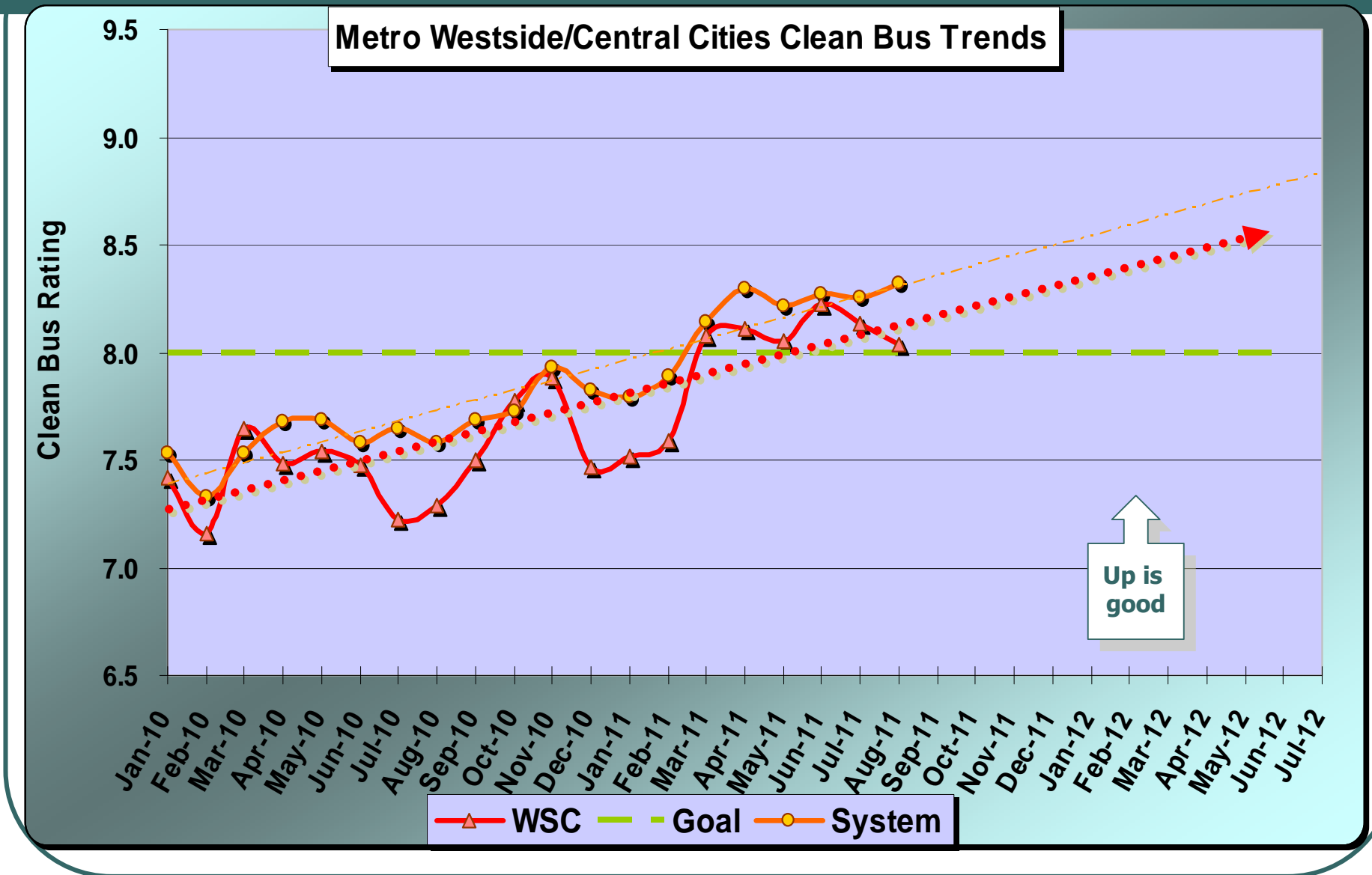
Metro Westside/Central & Metro Bus System

August 2011

Measurement : Clean Bus

	Target	August	YTD
Metro Bus System	8.0	8.33	8.29
Westside/Central	8.0	8.04	8.09

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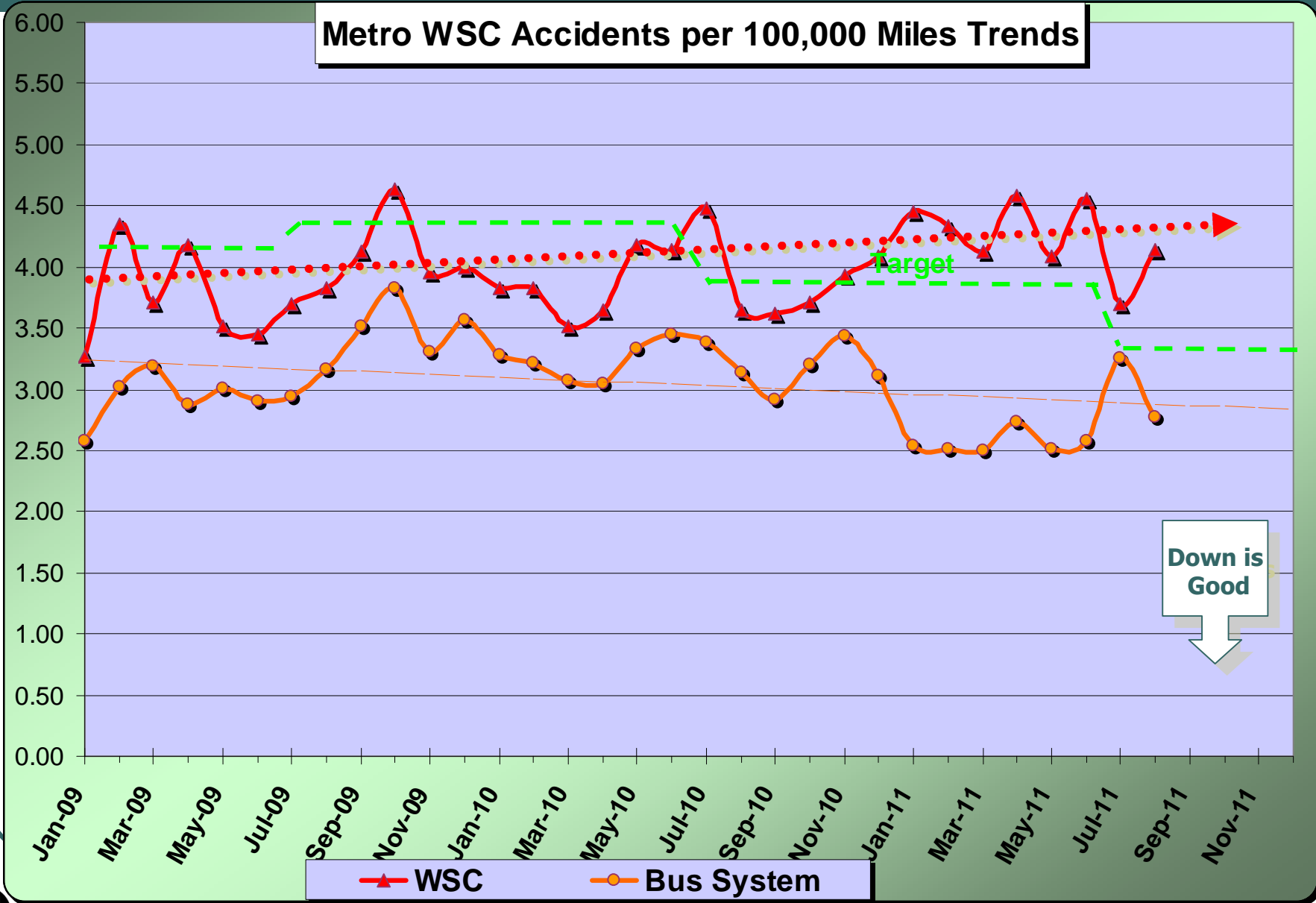
Metro Westside/Central & Metro Bus System

August 2011

Measurement : Accidents per 100,000 Miles

	Target	August	YTD
Metro Bus System	3.10	2.78	3.02
Westside/Central	3.53	4.14	3.92

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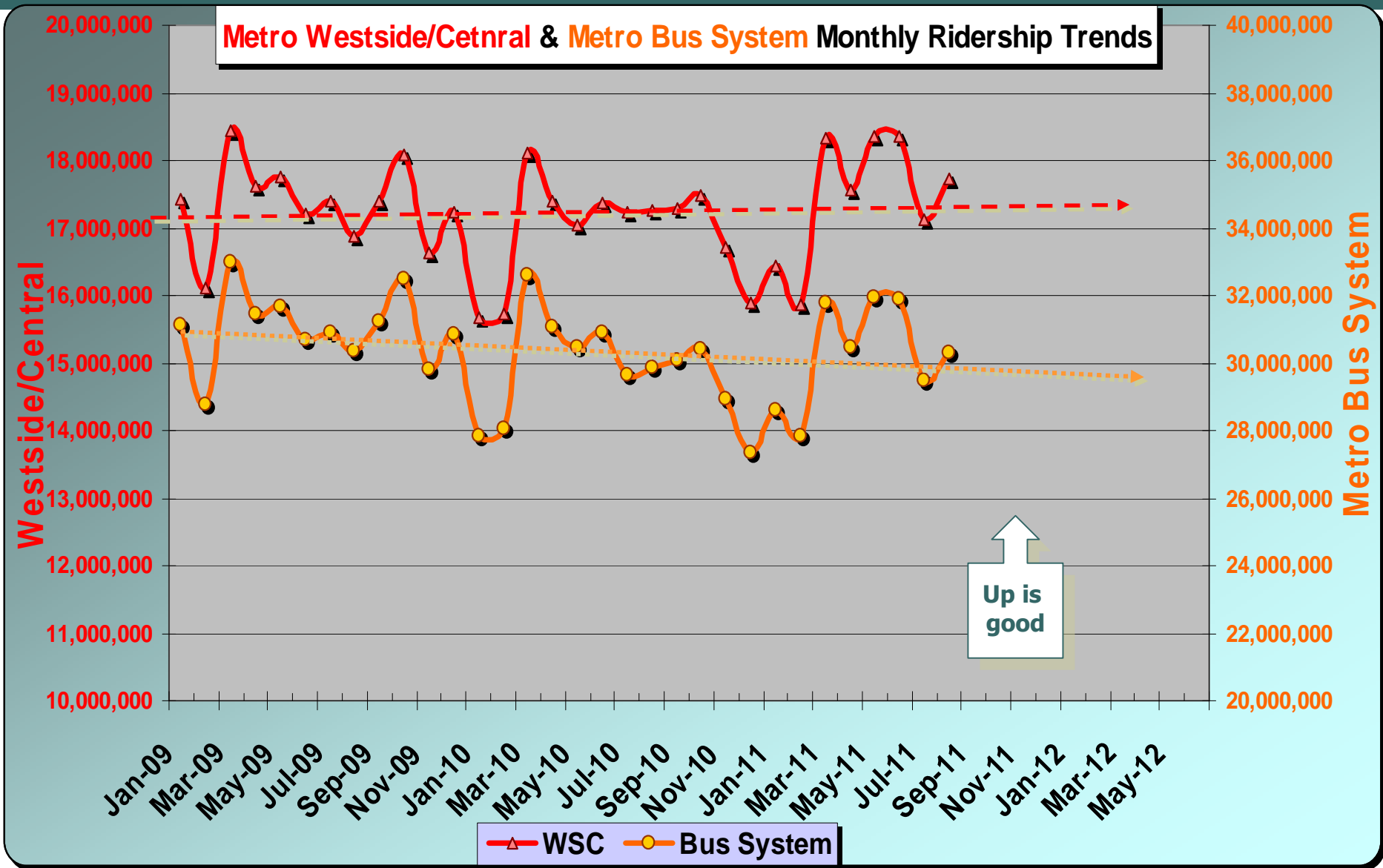
Metro Westside/Central & Metro Bus System

August 2011

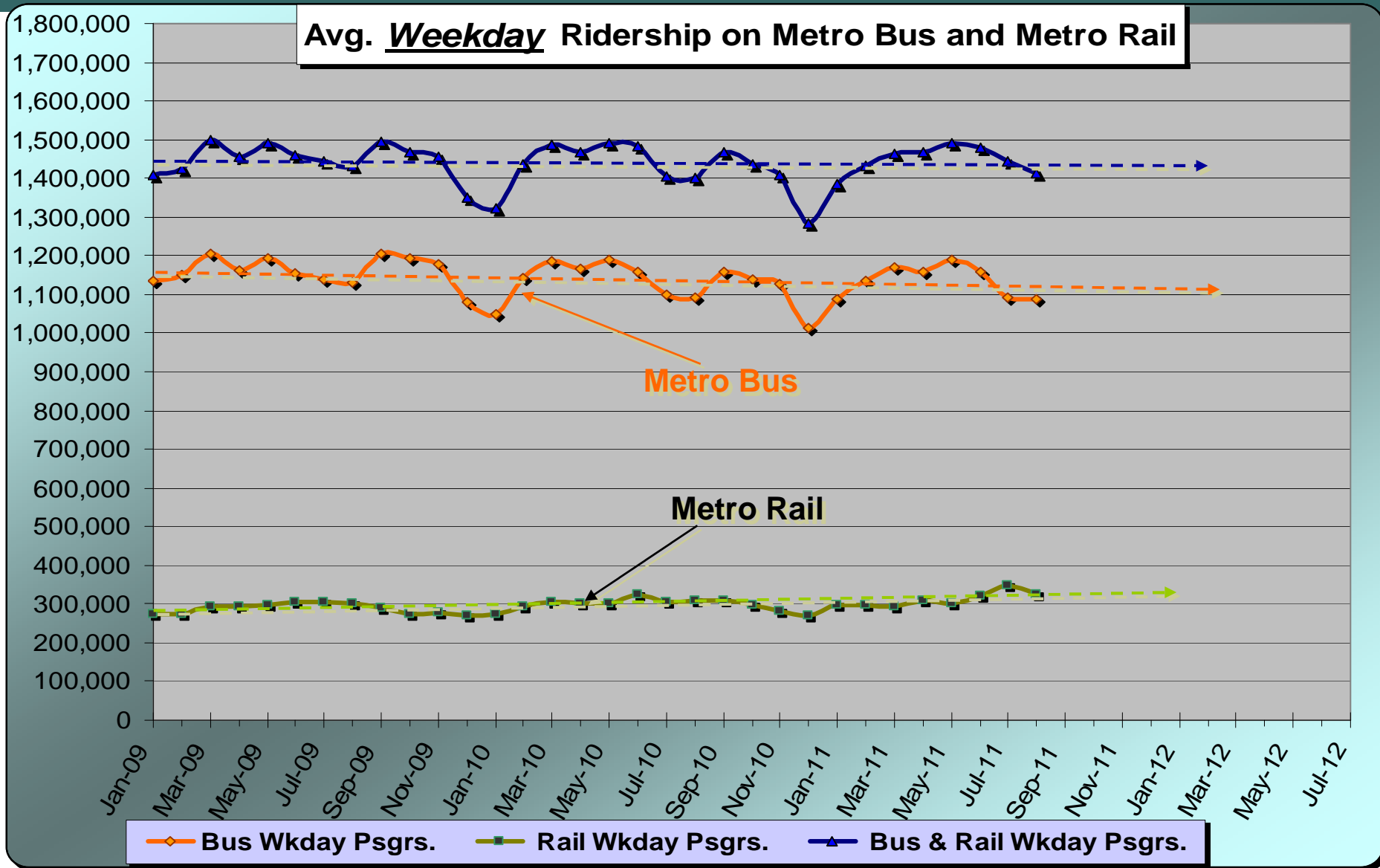
Measurement : Monthly Ridership

	Target	August	YTD
Metro Bus System	29,170,000	30,320,000	29,900,000
Westside/Central	16,890,000	17,730,000	17,430,000

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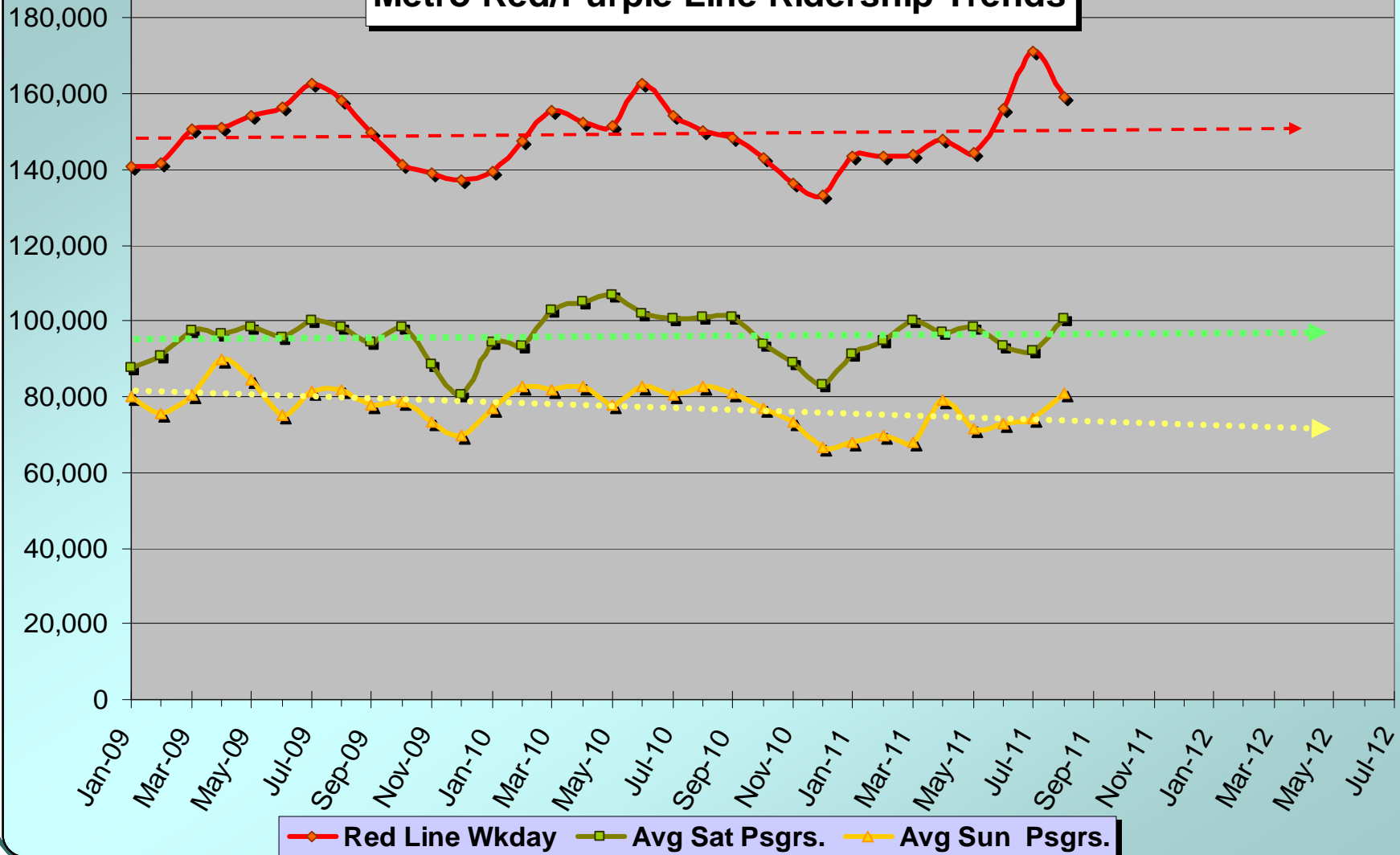


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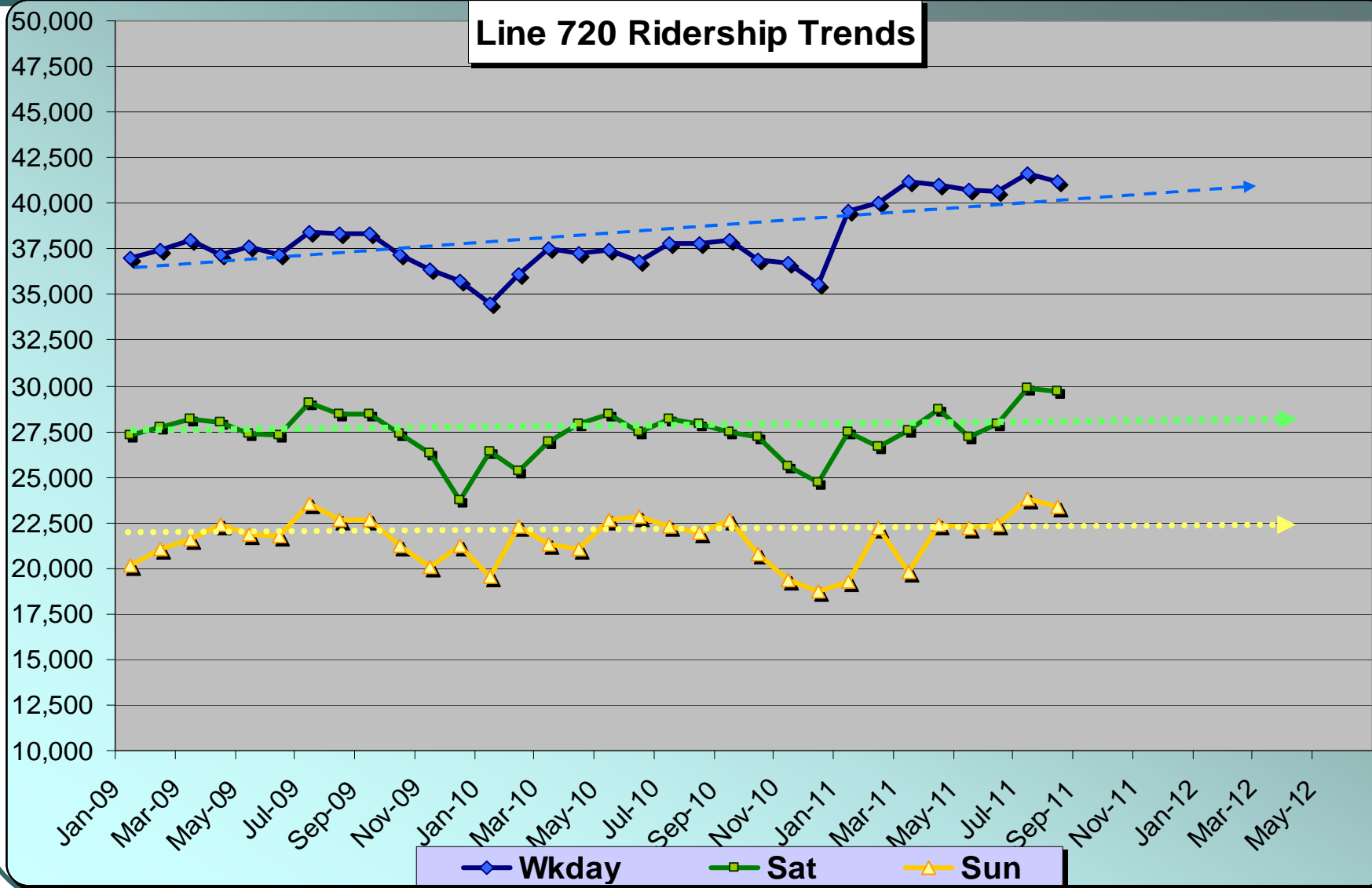


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Metro Red/Purple Line Ridership Trends



WSC Service Council October 2011 Meeting



September Meet and Confer

Topics:

- Update on Union Station Master Plan
- LOSSAN
- Exposition Line Update
- Late Night Rail Service
- TAP Program Update
- Station Name Changes

WSC Service Council October 2011 Meeting

Report on Tour of BOC, Service Planning/Scheduling & ROC

➤ Four Service Council Reps. Participated

- ✓ Open discussions with John Roberts, Bruce Shelburne, Conan Cheung, Dan Nguyen
- ✓ Tour of BOC - Nadine Triche-Williams
- ✓ Tour of Service Planning - Scott Page
- ✓ Tour of ROC - Bruce Shelburne

WSC Service Council October 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Mayor's Motion Approved at August Board Meeting

Elements Include:

❖ Existing Performance Measures to Service Councils:

- ✓ On-Time Performance
- ✓ Customer Complaint Rate
- ✓ Clean Bus Ratings
- ✓ Bus Accident Rate
- ✓ Bus Mechanical Reliability Rate
- ✓ Monthly Ridership Levels

WSC Service Council October 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Additional Performance Measures to Service Councils:

- ✓ Number of ADA Complaints
- ✓ Bus Station Cleanliness
- ✓ Pct. of Passengers Standee Miles
- ✓ Pct. Of Bus Trips Over Loading Standard
- ✓ Customer Survey to Estimate
 - Avg. walking distance to bus stop
 - Avg. customer wait time at bus stop
 - Customer perception of Metro Bus Service Quality

Metro Bus Service Quality Monitoring Program Bus Stations to be Monitored

Bus Transit Center		GWC	SBC	SFV	SGV	WSC
1	Artesia Blue Line Bus Ctr.	X				
2	Aviation Green Line Bus Station		X			
3	Burbank Metrolink Bus Sta.			X		
4	Cal State Univ. LA Bus Center				X	
5	Chatsworth Metrolink Bus Sta.			X		
6	Compton MLK Bus Station	X				
7	County/USC Busway Station				X	
8	CSULA Busway Station				X	
9	Culver City Transit Center					X
10	Del Amo Blue Line Bus Station	X				
11	El Monte Bus Station				X	
12	Harbor Fwy./Green Line Bus Station		X			
13	Harbor/Gateway Transit Center		X			
14	I-110 Florence Transitway Station					X
15	I-110 Manchester Transitway Station					X
16	Inglewood Transit Center		X			
17	LAX City Bus Center					X
18	North Hollywood Bus Station			X		
19	Norwalk Green Line Bus Station	X				
20	Patsaouras Transit Plaza					X
21	Pico/Rimpau				X	
22	Sierra Madre Villa Gold Line Bus Station				X	
23	South Bay Galleria		X			
24	Sylmar/San Fernando Metrolink Bus Sta.			X		
25	Universal City Bus Station			X		

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